



Clark County Regional Support Network Policy Statement

Policy No.: QM16
Policy Title: Consumer Satisfaction
Effective Date: September 1, 2001

Policy: The gathering of information related to a consumer's satisfaction with the mental health services they have received is a fundamental element of any Quality Improvement program. Such information needs to be gathered in a variety of ways in order to reach a broad cross-section of individuals, obtain qualitative information and to serve as validation for any results obtained from each measure. The RSN will utilize a variety of methods to ascertain consumer satisfaction and regularly report these results to the Quality Management Committee.

Reference: Clark County RSN Contract, Applicable WAC 388-865 and RCW statutes and codes.

Procedure: The Clark County PHP will utilize the CSQ8, Portland State University studies and QRT interviews to determine consumer satisfaction.

1. CSQ8

- a) Enrolled Consumers: Each quarter the survey instruments will be made available at clinic sites. Consumers can place their completed survey in a confidential locked box located at the clinic site.
- b) Random Sampling: Each quarter a system generated random list of consumers both enrolled and discharged is produced (numbers based on 10% of current enrollment), a CSQ8 survey instrument with a postage paid envelope is mailed to each consumer appearing on the list.

2. Portland State University Studies

- a) Children entering services are asked to participate in a confidential study conducted by PSU for the Children's System of Care grant. This is a voluntary and confidential study and the information received from the study is aggregate only.

3. QRT Interviews

- a) The Quality Review Team is required to interview two percent of the enrolled consumers regarding consumer satisfaction. Agencies are required to provide current addresses and phone numbers for identified consumers.

The CCRSN will report on the results and analysis of the data gathered by the above instruments at least quarterly.

Approved By: Michael Piper

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Date: 1-4-05